

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	ATEFI et al.	Examiner:	Johnna Ronee LOFTIS
Serial No.:	09/822592	Group Art Unit:	3623
Filed:	March 30, 2001	Docket No.:	20116.0009US01
Confirmation No.:	1255	IBM Docket:	END920000117US1
Title:	METHOD AND SYSTEM FOR ASSESSING INFORMATION TECHNOLOGY SERVICE DELIVERY		

CERTIFICATE UNDER 37 CFR 1.6(d):

I hereby certify that this paper is being transmitted by EFS Web to: Commissioner for Patents, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 on February 29, 2008.

By: /s/Karuna Ojanen/

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AMENDMENT AND RESPONSE UNDER 37 CFR §1.111

Mail Stop: AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

In response to the Office Action of 29 November 2007, please amend the above-referenced application as follows:

Amendments to the Claims are reflected in the listing of claims beginning on page 2 of this paper.

Remarks begin on page 12 of this paper.